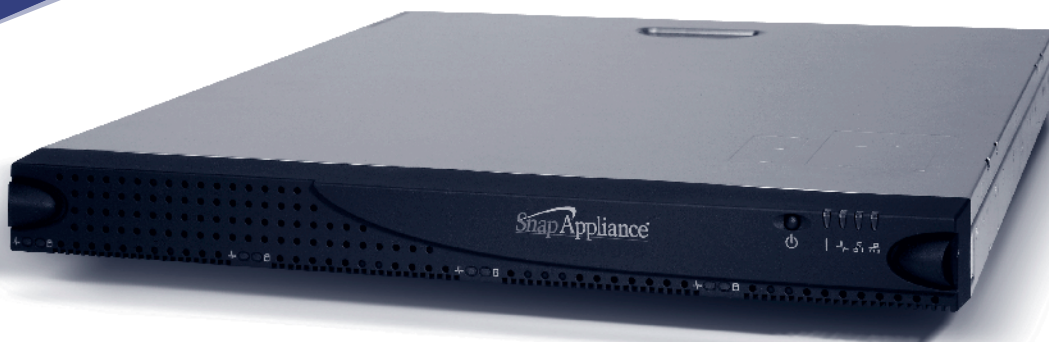# Quick Start Guide and User CD

## Kurzanleitung und Benutzer-CD
## Guía de iniciación rápida y CD del usuario
## Guide de mise en route rapide et CD de l'utilisateur

**SnapAppliance**™

# About This Guide

This guide shows you how to quickly install and connect your Snap Server to the network. Prior to the installation, gather all the hardware components required for your system:
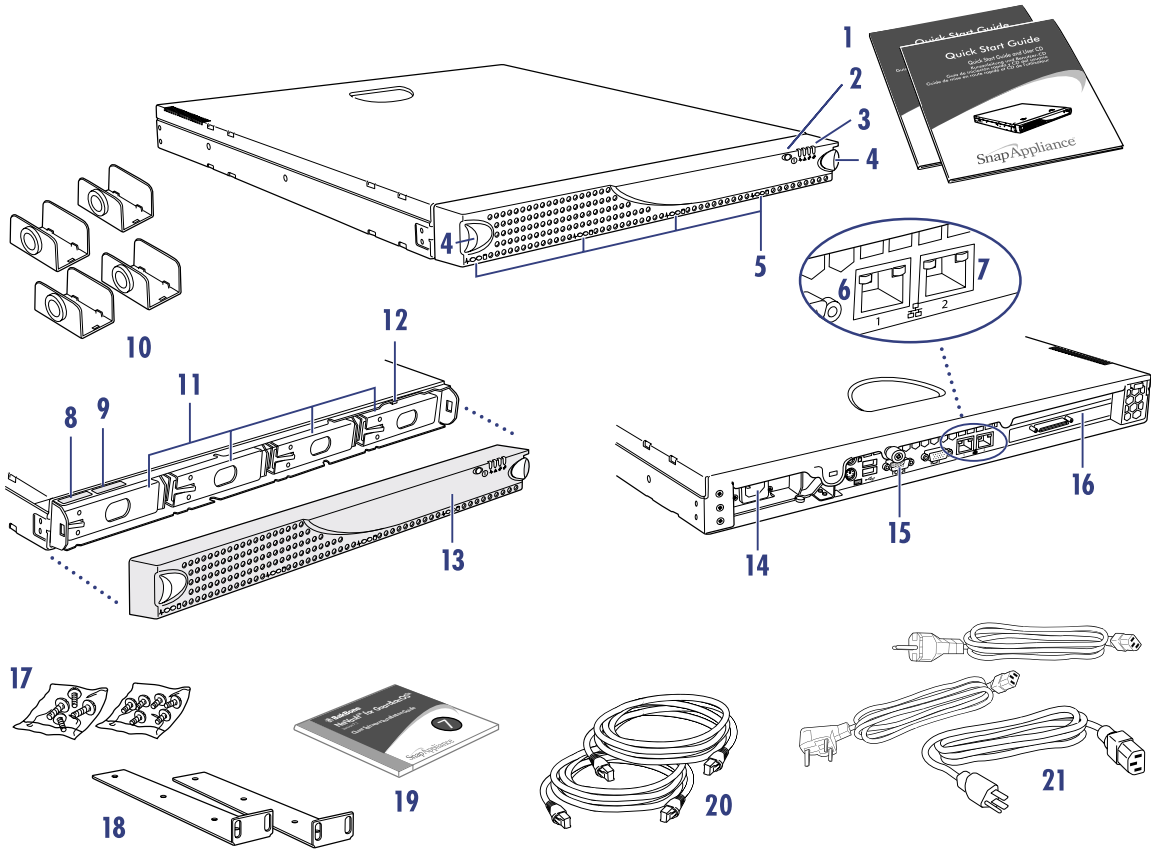
1 Check the contents of your shipment package for all the items shown in *Hardware Features*.

- If installing a Snap Server 4500 with a Snap Disk 10, also check the contents of your Snap Disk 10 packaging.

- If installing a Snap Server 15000, also check the contents of your Snap Disk 30SA packaging.

2 Gather any optional components needed to complete your system as described next in *Optional Hardware Components*.

# Optional Hardware Components

Depending on your chosen configuration, you may need to acquire one or more of the following components prior to proceeding with the installation. Snap Appliance recommends an APC-Brand UPS device for protection against power fluctuations, and a SCSI tape backup device for regular backups to protect your data. You can learn how to purchase any of these components from your authorized Snap Appliance reseller or from the Where to Buy section of the Snap Appliance Web site (http:// www.snapappliance.com).

| Component | Description |
|-----------|-------------|
| Serial ATA Card (4500 only) | You must install a Serial ATA card on each Snap Server 4500 whose capacity you want to expand by connecting with Snap Disk 10 expansion array. The Serial ATA card has two ports, allowing you to attach up to two expansion arrays. The card is available from an authorized Snap Appliance reseller. |
| Tape Backup Device(s) and Cables | To attach a tape device via a SCSI connection to the Snap Server, you need a 68-pin Ultra160-LVD cable. For a list of compatible backup solutions, see the Backup section in the Support section of the Snap Appliance Web site. **Tip** Depending on your server hardware configuration, you may need to purchase and install a SCSI card, available from an authorized Snap Appliance reseller. |
| APC-brand UPS device | Snap Servers are designed to work with a network-based, APC-brand UPS. Visit the APC Web site for a listing of optimal APC models for use with your Snap Server. |
| Rack | Snap Servers are designed for use with EIA-compliant racks. You can use either a two-post telco-style rack or a four-post rack. Non-compliant racks may not be able to support the server using only the front posts. If you are using a non-EIA rack, Snap Appliance recommends that you secure the server using slide rails, available from an authorized Snap Appliance reseller. |
| Labels | Many of the hardware installation procedures in this guide recommend labeling the hardware for easy reference. |

# Hardware Features

| 1 | Quick Start Guide | 8 | Server number label | 15 | Service connector |
|---|---|---|---|---|---|
| 2 | Power button | 9 | Serial number label | 16 | PCI expansion slots (two) |
| 3 | System status lights | 10 | Stacking clips (four) | 17 | Rack mount screws (ten) |
| 4 | Release latches (two) | 11 | Hot-swappable disk drives (four) | 18 | Rack mount brackets (ears) |
| 5 | Disk drive status lights | 12 | Reset button (white) | 19 | Backup Software |
| 6 | Primary Ethernet port | 13 | Front bezel | 20 | Ethernet cables |
| 7 | Secondary Ethernet port | 14 | Power connector | 21 | Power cables |

**Note**  The monitor, USB, keyboard, and mouse connectors are not needed to administer the Snap Server. These connectors are disabled
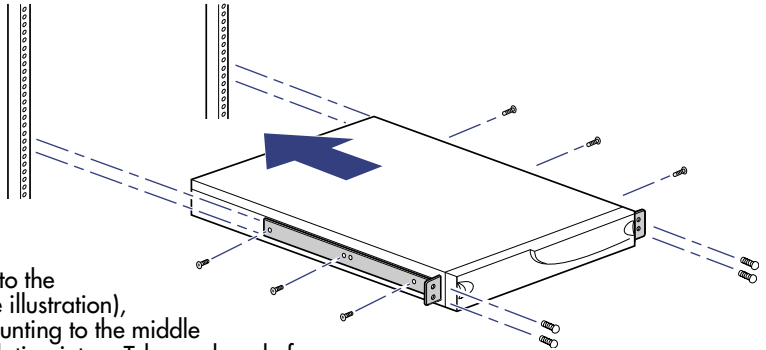
# Installing the Server in a Rack

The Snap Server ships with two L-shaped rack mount brackets. You can attach them in one of two ways: (1) to the front of the server for mounting to the front posts of a four-post rack; or, (2) to the middle or front of the server for mounting to both posts of a Telco rack.

**Caution**   The following procedure applies to standard EIA racks; other racks may not be able to support the server using only the front posts. If you are using a non-EIA rack, Snap Appliance recommends that you secure the server using slide rails, available from Snap Appliance or a Snap Appliance reseller.

1   Make sure you have the following items necessary for rack installation:

- Two (left and right) front rack mounting brackets

- Six rack ear screws to attach the brackets to the server

- Four rack mounting screws to attach the brackets to the rack posts

- One Phillips screwdriver

2   If mounting the L-shaped brackets to the front of the server (as shown in the illustration), use the six screws provided. (If mounting to the middle of the server (not shown) for installation into a Telco rack, only four screws are used.)
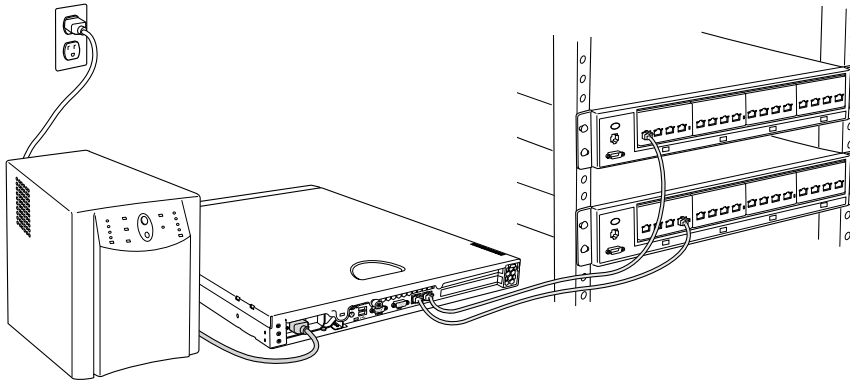
3   Insert the server into the rack and attach the server to the posts using the remaining four screws. You may need a second person to support the server while tightening the mounting screws.

**Tip**   For slide rail installation instructions, see the documentation on the CD that comes with the slide rail installation hardware kit.

# Connecting the Server to the Network

The server has Dual-Gigabit Ethernet ports that can connect to 10BaseT, 100BaseTx, or 1000BaseT networks. A dual-port configuration offers added advantages, such as load balancing and failover. You may connect one or both of the ports.

- If you connect only one port, you must use the primary port marked '1' on the back of the server as shown in the *Hardware Features* Illustration.

- To take advantage of network bonding (load balancing or failover), both ports must be physically connected to the network; and (a) for load balancing, connected to the same switch on the same subnet; or (b) for failover, connected to different switches on the same subnet (in case one switch fails).



**Caution**   The speed/duplex setting on Snap Servers defaults to *autonegotiate*. The networking switch or hub to which the server is connected must also be configured to autonegotiate; otherwise, network throughput or connectivity to the server may be seriously impacted.

## Cabling the Server to the Network

Use the provided Ethernet cables to connect the server to the network. When you connect the network cables to active ports, the network lights on the bezel (LAN 1 and LAN 2) are green.
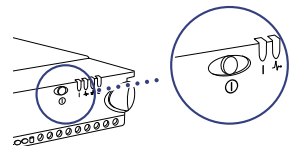
## Connecting the Power Cord

As a data security measure, Snap Appliance strongly recommends you connect the Snap Server to the power source via a UPS. Use the provided power cord to connect the server to plug the server into a UPS or properly grounded electrical outlet.

**Tip**   Snap Servers are designed to work with APC-brand, network-based UPS devices. You must configure the APC unit both in the Snap Server 's Administration Tool and in the APC user interface.

# Powering On the Snap Server

To turn on the server, press the power button on the front of the server. The server takes a few minutes to initialize. A green LED indicates that the system is on.

**Tip**   If connecting a Snap Disk 10 or Snap Disk 30SA expansion array, use the array's quick start guide to install and connect the array before powering on the Snap Server.

# Connecting to the Snap Server for the First Time

Snap Servers are preset to acquire an IP address from a DHCP server. If no DHCP server is found on the network, the Snap Server defaults to an IP address of 10.10.10.10, and you may not be able to see the server on your network. You can discover a Snap Server using either the default server name or the Snap Server Manager (SSM) utility. Use the server name method if you are installing one Snap Server on the network. Use SSM if you are installing two or more Snap Servers, or if your network does not have a DHCP server.

## To Connect to a Snap Server Using the Server Name

This procedure requires that name resolution services (via WINS or an equivalent service) be operational.

1   Find the server name.

The default server name is SNAP*nnnnnn*, where *nnnnnn* is the server number. For example, the name of a Snap Server with a server number of 610019 is SNAP610019. The server number is a unique, numerics-only string that appears on a label affixed to the inside of your Snap Server. To view the label, remove the front bezel.

2   In a Web browser, enter the following URL:

**http://SNAP***nnnnnn*   (where *nnnnnn* is the server number)

3   Press **Enter**. The Web View screen opens.

4   Log into the Administration Tool and complete the Initial Setup Wizard.

Click the **administration** link, and in the login dialog box, enter *admin* as the user name and *admin* as the password, and then click **OK**. Complete the setup procedure using the Initial Setup Wizard.

## To Connect to a Snap Server Using Snap Server Manager

Snap Server Manager (SSM) is a Java-based, platform-independent, multiserver administrative application that runs on all major platforms. Administrators can discover, configure, and monitor all local and remote GuardianOS Snap Servers from the SSM interface. You can download and install Snap Server Manager using the *Install.html* file found on your Snap Server User CD. Be sure to install SSM on a computer residing on the same network segment as your Snap Server(s).

1   Launch SSM.

SSM discovers all Snap Servers on its local network segment and displays their server names, IP addresses, and other status information in the main console.
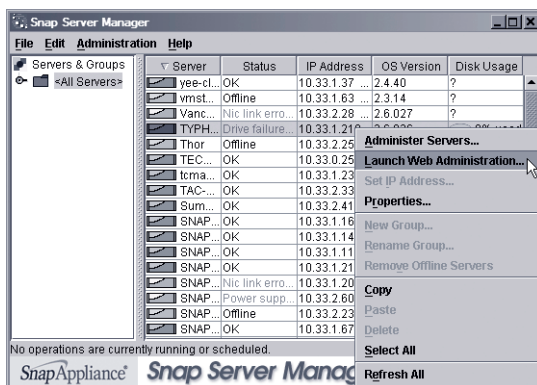
**Tip**   To distinguish multiple Snap Servers you may need to find their default server names as explained in the previous procedure.

2   Launch a Server's Administration Tool.

In the Snap Server Manager console, right-click a server name and select **Launch Web Administration**, as shown in the illustration.

3   Log into the Administration Tool and complete the Initial Setup Wizard.

Click the **administration** link, and in the login dialog box, enter admin as the user name and admin as the password, and then click **OK**. The first screen of the Initial Setup Wizard opens.

### Obtaining Service

To obtain service or technical support for your
Snap Server, please visit our Web site at
http://www.snapappliance.com, or call 1-888-338-SNAP.
For immediate response to a service inquiry, you can submit a question to our
technical support department using our Expert Knowledge Base System
http://www.snapappliance.com/support

### Technischen Service

Sie finden den technischen Service oder Kundendienst für Ihren Snap Server auf unserer Website. Wenn Kunden
sofortige Antworten auf eine Serviceanfrage wünschen, können sie mit Hilfe unseres Expert Knowledge Base System
http://www.snapappliance.com/support

### Obtención de servicio de asistencia

Para obtener servicio o asistencia técnica para su Snap Server, visite nuestro sitio Web. Para obtener respuesta
inmediata a su solicitud de asistencia, envíelas en la forma de preguntas a nuestro Sistema experto de base de
conocimiento en http://www.snapappliance.com/support

### Obtention d'un entretien

Pour un entretien ou une assistance technique concernant votre Snap Server, vérifiez notre site
web. Pour obtenir une réponse immédiate à une demande de service, vous pouvez envoyer
une question à notre service d'assistance technique en utilisant notre système de base
de connaissances experte http://www.snapappliance.com/support

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